

TRICARE Prime Patients ...

As a result of your Emergency Center visit, you may need to be admitted to the hospital for surgery or additional medical care. Normally, this is a routine process, but there may be some instances when Darnall does not have the services you need. In these rare instances, we may transfer you to another military or TRICARE network hospital to receive care. Emergency Center physicians coordinate your transfer to another healthcare facility.

If you are not admitted but do require additional care, our staff may assist you in getting an appointment, but it is your responsibility to seek follow-up care. Whether you are enrolled in one of Darnall's health clinics or with a civilian network provider, you should schedule follow-up care with that provider.

Retirees ...

Military Retirees Over Age 65

Military retirees age 65 and older are usually eligible for Medicare. Once you become eligible for Medicare, you are no longer eligible to enroll in TRICARE Prime. However, TRICARE For Life is available for retirees who have Medicare Part A & B. Under TRICARE For Life, TRICARE becomes the second payer after Medicare. TRICARE pays for medical care that is a benefit under both Medicare and TRICARE.

Retirees over age 65 may continue to be seen in the Emergency Center for emergencies and urgent care. If your illness or injury warrants it, we may admit you in order to stabilize your condition. We may have to transfer you to another medical facility if you need more definitive care. Let us know if you prefer a particular hospital or

your private health insurance requires you to go to a specific facility. We will attempt to accommodate your request. In any event, you should seek follow-up care with your current provider.

Dependent Parents ...

Dependent Parents and/or Parents-in-Law of Active Duty Soldiers and Military Retirees

We recommend that you provide civilian health insurance for dependent parents. By law, dependent parents and parents-in-law (ID card holders) of active duty soldiers and military retirees have some health care benefits.

TRICARE allows these beneficiaries access to Emergency Centers for emergencies and urgent cases. However, because there is no space-available care at Darnall, follow-up or routine appointments are not available. If dependent parents are admitted to Darnall and stabilized, they may be transferred to a civilian provider for further care. It is your responsibility as the sponsor to provide them with a civilian care provider.

Space Availability

Darnall Army Community Hospital currently does not have space available for non-Prime patients.



Telephone Directory ...

Ambulance911

Appointment Service (*All clinics*)
288-8888 or 1-800-305-6421

Monday-Friday
7 a.m. - 4 p.m.
Weekends & Holidays
7:30 - 10:30 a.m.

- Cancel Appointments288-7777
- Information Desk288-8000
- Bennett Health Clinic618-8039
- Family Care Clinic-Darnall288-8280
- Family Care Clinic-Cove542-3080
- Health Benefits Advisors288-8155
- Monroe Health Clinic618-8767
- Moore Health Clinic287-5939
- Pharmacy at Darnall288-8100
- Pharmacy Refills288-8911/8912
- Pharmacy-Clear Creek PX618-7027
- Pharmacy Mail Order1-800-903-4680
- Public Affairs Officer288-8005
- Moore Health Clinic287-5939

Health Care Information Line
1-800-611-2875 (Nurse Advice Line)

TRICARE Customer Service
1-800-406-2832

**Request appointments or prescription
refills online:**
www.hood-meddac.army.mil


*Public Affairs Office
Darnall Army Community Hospital
Fort Hood, Texas 76544-4752
www.hood-meddac.army.mil
FH MDA HO 178 (Revised)
1 March 2003*

**Emergency
Center**




TRICARE
Darnall
Army Community Hospital
Fort Hood, Texas
www.hood-meddac.army.mil

Emergency Center ...

Your Care in the Emergency Center

Welcome to the busiest Emergency Center in the Armed Forces. You will receive the finest care possible from our staff.

Historically, from national test scores and evaluations, the Army has three of the top Emergency Medicine Residency Programs in the nation. Darnall is of one of these programs. Our program has been nationally accredited and approved to train emergency physicians since its establishment in 1980.

Emergency Physicians in the Emergency Center have completed training in the specialty of Emergency Medicine and many are board certified. They supervise the other doctors who are training in the Emergency Medicine Residency Program.

In addition to our regular staff, there are doctors, medical students, physician assistants, nurses, medics and others from various institutions that come to train in our Emergency Center.

Real Emergency? ...

Do you really have an emergency?

There are two excellent tools to help you decide whether to come to the Emergency Center:

- The "Take Care of Yourself" book you received when you enrolled in TRICARE Prime can help determine if a person needs to be seen immediately by a provider.

- The Health Care Information Line (800-611-2875) is another resource for health care information. When calling this number you can either listen to recorded messages about specific health problems or speak to a nurse about a health problem.

When You Come To The EC ...

Please provide the Emergency Center clerks with the information needed to create or update your medical treatment record.

If you have health insurance, you must, by federal law and Army regulations, provide that information to the in-processing clerk. Darnall is required to bill your health insurance company for your care. You will receive an Explanation of the Benefits (EOB) from your insurance company saying that they paid Darnall for your visit. You do not have to make any additional payments to Darnall or your insurance company for your care.

Help us help you

To complete the registration process, please provide the following information:

- Identification Card to show eligibility for care.
- Medical record and white medical stamp card or your TRICARE Prime Card.
- List of medications you are currently taking (or bring them with you).
- Identify any drug allergies.
- Let us know if you are pregnant.

Emergent and Urgent Care ...

The Emergency Center provides care for patients with true emergencies and those with "urgent" medical needs.

- Emergency care includes loss of life, limb, or eyesight.
- Urgent care includes events that, if not taken care of within a short period, may lead to loss of life, limb, or eyesight.

The Emergency Center treats other categories of patients as space permits. Civilian emergencies are also treated in the Emergency Center when brought by ambulances.

Triage

All patients coming to the Emergency Center must be screened and triaged. Triage classifies patients according to the severity or the potential for the condition to deteriorate. Triage makes sure that the most critically or potentially critically ill patients are treated first.

You may experience long waiting times when classified in categories 4 or 5.

Please remember, critical or seriously ill patients are always treated first, regardless of the time or manner of arrival.

Lab Tests and X-rays

The Emergency Center staff may order lab tests or x-rays to help diagnose your condition. Although the Lab and Radiology are staffed 24-hours-a-day, it takes time to process and read the results.

Five triage categories

1. Patients who need immediate care to prevent loss of life, limb, or eyesight.
2. Patients who require care to prevent life-threatening deterioration.
3. Patients with conditions that require timely treatment but the condition is not life-threatening or likely to worsen.
4. Patients who are non-urgent but require treatment when available (not a risk of significant deterioration if there is delay in care). Patient may go to a clinic if appropriate.
5. Patients who should be treated in primary care facilities (Troop Medical Clinics, Pediatric Clinic, Family Care Clinic, or civilian primary care provider under TRICARE Prime). These patients may be seen in the Emergency Center after all other categories have been seen.

Routine Care ...

The emergency room personnel may actually tell you that your symptoms do not warrant an emergency room visit. They may assist you in making a routine appointment with your primary care provider. For continuity of health care, it is best to establish a relationship with your primary care provider and visit that provider when problems arise.